

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: WISCONSIN

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

A. Surveyors

1. Each new employee participates in a six-month training period covering:
  - A. The federal regulations.
  - B. The state nursing home code.
  - C. The survey process.
  - D. Bureau policies and procedures.
  - E. Wisconsin Statutes, Chapter 50.
  - F. Surveyor role and conduct.
  - G. Bureau organization, function and responsibility.
2. Each surveyor goes through one week of federal training covering:
  - A. The federal regulations.
  - B. The federal survey process.
  - C. The federal enforcement process.
3. Surveyor Minimum Qualification Test
  - A. This is a test that all state surveyors will be required to pass.

B. Surveys

1. All surveys are conducted following the federal survey process as directed in their State Operations Manual (SOM).
  - A. There is also a state issued procedure which describes the survey process that surveyors must allow.

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2. All surveys use standard federal survey forms to document the survey findings.
3. Surveys are conducted by a team, and all citing decisions are made by the team.
4. All citations are made following the Bureau's citing policy, which requires reviewing the scope and severity of each situation before citing.
5. Federal look-behind surveys monitor how the state is conducting our surveys.
6. Federal SAEP reports monitor all of the various survey and certification functions that are delegated by the federal government.

**C. Bureau Management of the Survey and Certification Agency**

1. Field Operations Managers in each regional office review their staffs' survey reports to ensure they are completed accurately per agency procedures.
2. A Quality Assurance Unit monitors the various agency processes to ensure consistency.
3. Statewide citations are reviewed to determine if there are differences between teams or regions, and if there are follow-ups to determine why it is happening, what remedy is needed.
4. For the most serious situations, which are the federal serious and immediate threat and state Class A cities, a conference call with Central Office staff is required before issuing a deficiency.

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